

SOLUTION NETWORK KNOWLEDGE VERIFICATION

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5 **ABSTRACT OF THE DISCLOSURE**

- A method for verifying solutions provided by a solution network which includes automatically associating a call from a customer with a solution that is provided to the customer to solve an issue, waiting a predetermined amount of time to verify whether the customer contacts the solution network again and indicates a
10 successful resolution to the issue if no contact is made by the customer within the predetermined amount of time.